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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
10/002,740	11/02/2001	Toshio Ueno	01704/LH	3824
1933	7590	03/02/2006	EXAMINER	
FRISHAUF, HOLTZ, GOODMAN & CHICK, PC 220 Fifth Avenue 16TH Floor NEW YORK, NY 10001-7708			JEANTY, ROMAIN	
			ART UNIT	PAPER NUMBER
			3623	

DATE MAILED: 03/02/2006

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary	Application No.	Applicant(s)	
	10/002,740	UENO, TOSHIO	
	Examiner	Art Unit	
	Romain Jeanty	3623	

-- The MAILING DATE of this communication appears on the cover sheet with the correspondence address --

Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) OR THIRTY (30) DAYS, WHICHEVER IS LONGER, FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 15 February 2002.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 1-41 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 1-41 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☐ The drawing(s) filed on _____ is/are: a) ☐ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
1. ☐ Certified copies of the priority documents have been received.
 2. ☐ Certified copies of the priority documents have been received in Application No. _____.
 3. ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|---|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date _____ | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

1. This Non-Final Office Action is in response to the communication received February 15, 2002. Claims 1-41 are pending are pending in the application.

Claim Rejections - 35 USC § 102

2. The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(e) the invention was described in (1) an application for patent, published under section 122(b), by another filed in the United States before the invention by the applicant for patent or (2) a patent granted on an application for patent by another filed in the United States before the invention by the applicant for patent, except that an international application filed under the treaty defined in section 351(a) shall have the effects for purposes of this subsection of an application filed in the United States only if the international application designated the United States and was published under Article 21(2) of such treaty in the English language.

3. Claims 1-3, 20-22, 31-33 are rejected under 35 U.S.C. 102(e) as being anticipated by Stier (U.S. Patent No. 6,591,258)

As per claim 1, Stier discloses a service information portal section which provides a web page as an input/output interface of information and receives a complaint from the web page (col. 6, lines 20-22; col. 10, lines 62-65; col. 12, lines 61-64), a master database section which holds product information related to a sales product (col. 11, lines 15-63; and col. 23, lines 47-

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52), a point calculation section which calculates points for each analysis-determination item used to analyze and determine the complaint, on the basis of a result obtained by analyzing the product information and a preset condition for the result, and totals the points of the analysis-determination items, and a rank assignment section which assigns a rank to the complaint on the basis of the points totaled by said point calculation section and a preset point range (col. 52 line 45 through col. 53 line 12).

As per claim 2, Stier further discloses a system according to claim 1, further comprising a weight setting section which sets for each analysis-determination item a weight on the point calculated on the basis of the preset condition for the result from the result obtained by analyzing the product information (i.e., ranking the issues from a scale 1-3) (col. 52 line 45 through col. 53 line 12).

As per claim 3, Stier further discloses the system according to claim 2, further comprising a point range change section which automatically changes the point range for rank assignment when setting of said weight setting section is changed (i.e., ranking the issues from a scale 1-3) (col. 52 line 45 through col. 53 line 12).

As per claim 20, Stier discloses receiving input of a complaint from a web page which is provided as an input/output interface of information (col. 6, lines 20-22; col. 10, lines 62-65; col. 12, lines 61-64), calculating points for each analysis-determination item used to analyze and determine the complaint, on the basis of a result obtained by analyzing product information related to a sales product, which is held by a master database section, and a preset condition for the result, totaling the points calculated for the analysis-determination items (col. 11, lines 15-63, and col. 23, lines 47-52), and assigning a rank to the complaint on the basis of the totaled points

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and a preset point range (col. 52 line 45 through col. 53 line 12).

As per claim 21, Stier discloses the method according to claim 20, further comprising changing for each analysis-determination item setting of weighting on the point calculated on the basis of the preset condition for the result from the result obtained by analyzing the product information (i.e., ranking the issues from a scale 1-3) (col. 52 line 45 through col. 53 line 12).

As per claim 22, further discloses a method according to claim 21, further comprising, when setting of weighting is changed, automatically changing the point range for rank assignment (i.e., ranking the issues from a scale 1-3) (col. 52 line 45 through col. 53 line 12).

Claim 31 is a computer program product for rank assignment, comprising a computer-readable storage medium having computer-readable program code means embodied in said medium, said computer-readable program code means for performing the steps of system claim 1 above; therefore claim 31 is rejected under the same rationale relied upon of claim 1.

Claim 32 is a computer program product for rank assignment, comprising a computer-readable storage medium having computer-readable program code means embodied in said medium, said computer-readable program code means for performing the steps of system claim 2 above; therefore claim 32 is rejected under the same rationale relied upon of claim 2.

Claim 33 is a computer program product for rank assignment, comprising a computer-readable storage medium having computer-readable program code means embodied in said medium, said computer-readable program code means comprising: computer readable program code means for performing the steps of system claim 3 above; therefore claim 31 is rejected under the same rationale relied upon of claim 3.

Claim Rejections - 35 USC § 103

4. The following is a quotation of 35 U.S.C. 103(a) which forms the basis for all obviousness rejections set forth in this Office action:

(a) A patent may not be obtained though the invention is not identically disclosed or described as set forth in section 102 of this title, if the differences between the subject matter sought to be patented and the prior art are such that the subject matter as a whole would have been obvious at the time the invention was made to a person having ordinary skill in the art to which said subject matter pertains. Patentability shall not be negated by the manner in which the invention was made.

5. Claims 4-19, 23-30, and 34-41 rejected under 35 U.S.C. 103(a) as being unpatentable over Stier (U.S. Patent No. 6,591,258).

As per claims 4-19, 24-30, and 34-41, the claimed features are standard practice of receiving and evaluating complaint issues from customers. Therefore, it would have been obvious to a person of ordinary skill in the art to modify the disclosure of Stier to incorporate these well-known teachings in order to identify and resolve compliance issues for various business processes.

As per claims 23-30, the claimed features are standard practice of receiving and evaluating complaint issues from customers. Therefore, it would have been obvious to a person of ordinary skill in the art to modify the disclosure of Stier to incorporate these well-known teachings in order to identify and resolve compliance issues for various business processes.

Claims 34-41 are a computer program product for rank assignment, comprising a computer-readable storage medium having computer-readable program code means embodied in said medium, said computer-readable program code means for performing the steps of system claims 4, 6, 8, 10, 12, 14, 16, and 18; therefore claims 34, 35, 36, 37, 38, 39, 40, 41 are rejected under the same analysis relied upon of claims 4, 6, 8, 10, 12, 14, 16, and 18.

Conclusion

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6. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure.

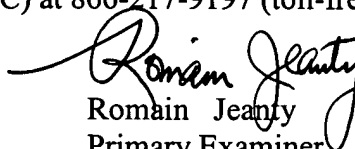
a. Christina (Complaints are hidden treasure) discloses the concept of receiving complaints for defective products.

Any inquiry concerning this communication or earlier communications from the examiner should be directed to Romain Jeanty whose telephone number is (571) 272-6732. The examiner can normally be reached on Mon-Thurs 7:30 AM - 6:00 PM.

If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Tariq R. Hafiz can be reached on (571) 272-6729. The fax phone number for the organization where this application or proceeding is assigned is 571-273-8300.

Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

January 23, 2006


Romain Jeanty
Primary Examiner
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